

## Electronic Acknowledgement Receipt

<b>EFS ID:</b>	5121619
<b>Application Number:</b>	09826121
<b>International Application Number:</b>	
<b>Confirmation Number:</b>	2317
<b>Title of Invention:</b>	Method, system, and program for customer service and support management
<b>First Named Inventor/Applicant Name:</b>	Andy Ming Lee
<b>Customer Number:</b>	74162
<b>Filer:</b>	Scott C. Harris
<b>Filer Authorized By:</b>	
<b>Attorney Docket Number:</b>	Alorica-002001
<b>Receipt Date:</b>	08-APR-2009
<b>Filing Date:</b>	04-APR-2001
<b>Time Stamp:</b>	17:08:01
<b>Application Type:</b>	Utility under 35 USC 111(a)

### Payment information:

Submitted with Payment	yes
Payment Type	Credit Card
Payment was successfully received in RAM	\$ 130
RAM confirmation Number	3378
Deposit Account	504376
Authorized User	HARRIS,SCOTT C.

The Director of the USPTO is hereby authorized to charge indicated fees and credit any overpayment as follows:

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**File Listing:**

Document Number	Document Description	File Name	File Size(Bytes)/ Message Digest	Multi Part /.zip	Pages (if appl.)
1	Amendment/Req. Reconsideration-After Non-Final Reject	alorcia2001_amendment409.pdf	71724 b9cc0c88e3b1627997227e7a1b1ce83091a96d48	no	23

**Warnings:****Information:**

2	Fee Worksheet (PTO-06)	fee-info.pdf	29837 5371f0e5b88c7fc783f58ff94948cf81c8faec6	no	2
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**Warnings:****Information:**

<b>Total Files Size (in bytes):</b>			101561
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**New Applications Under 35 U.S.C. 111**

**If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.**

**National Stage of an International Application under 35 U.S.C. 371**

**If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.**

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